



"People
helping people
help
themselves"

Mitchell E. Daniels, Jr., Governor
State of Indiana

Indiana Family and Social Services Administration

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E. Mitchell Roob Jr., Secretary

December 28, 2005

Dear First Steps providers and stakeholders,

Recently, the Family and Social Services Administration (FSSA) and the state First Steps office have worked closely with EDS to prepare to transition the administration of the Central Reimbursement Office (CRO) to EDS. The transition of the CRO to EDS is scheduled for February 1, 2006. While the FSSA does not expect significant changes to the authorization and payment process, there will be procedural changes for billing that you will need to follow.

One significant procedural change is the manner in which providers may bill claims. Effective February 1, 2006, providers are required to submit all First Steps claims electronically using the *Web interChange* application or the HIPAA-compliant electronic 837P transaction. Web interChange is a Web-based billing program currently used for the Indiana Health Coverage Programs (IHCP). There is no cost associated with using this online billing program nor will there be a change in the timeline for provider reimbursement. Web interChange allows providers to submit claim information and track payment online. Providers who do not choose to use Web interChange may also submit claims using the HIPAA-compliant electronic 837P transaction to submit batch files.

To assist providers with the billing process, the Unified Training System (UTS) will coordinate several training sessions in January 2006. EDS will attend each of the sessions to train attendee on the use of *Web interChange* and answer questions related to the billing software. The State First Steps staff will also be available to answer program questions related to billing and reimbursement. The training is **mandatory for each payee organization**. Each payee organization should send a **minimum of one person** who is responsible for submission of First Steps claims. Times and locations of trainings are listed after this letter. You must register for your training at www.utsprokids.org.

To increase provider awareness, updates will be posted on the First Steps Web site. The updates include concise information related to the upcoming changes. You are advised to routinely check the First Steps Web site under "What's New" at http://www.state.in.us/fssa/first_step/whatsnew.html for updates. Questions about the changes should be submitted to First Steps by e-mail at FirstStepsWeb@fssa.in.gov.

In addition to provider updates, EDS will publish **provider bulletins** that outline specific program requirements. Providers can expect to receive bulletins addressing items such as billing procedures and use of Current Procedural Terminology (CPT®) codes and modifiers. These bulletins will be posted on the First Steps Web site. Provider updates and bulletins will also be e-mailed to all SPOEs and LPCC coordinators for local dissemination.

A provider update for December 28, 2006, is attached. If you have questions about the update, please e-mail First Steps at FirstStepsWeb@fssa.in.gov. Additional updates will be posted on the Web site as they are available.

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